



Job Description

Job Title: Content Developer

Location: Bristol

Reporting to: Head of Content

Contract: Full time

The Company

Smartbox create technology that gives a voice to people who are unable to use speech to communicate. Our products include a combination of specialist hardware, software and content which are used by people with disabilities across the world.

We are one of the leading companies in the field and pride ourselves on our innovative products and high levels of customer service. Everything we do is driven by a passion to improve the lives of people that use our technology.

The Smartbox Head Office is in Malvern, Worcestershire. We have a second major office in Bristol and a smaller one in Pennsylvania, US.

The Job

The successful candidate will be joining the Content Development team to develop and deliver content for our Grid software. This content will be used by people with disabilities all over the world to enable them to communicate and live more independent lives.

The Content Development team aims to give a voice and independence to more people by developing innovative, market-leading, user-friendly content, that is led by research, customer need and technology advances. The team also help ensure people succeed with our products by providing resources and training materials for their use and implementation.

We are looking for someone with a strong knowledge and understanding of the needs of people who use AAC and Assistive Technology. You will use this knowledge to develop content and create supporting resources to help people to understand and use our content successfully. The position will also require a strong understanding of Smartbox products and how these are used by the people we work with.

The role will focus on a number of key areas of content development. Primarily, the role will focus on creating content and implementation resources for symbol AAC users. Working alongside our software development team and translation services, you will help us deliver our content in even more languages. A key part of the role will also be to test content before it is released and ensure that all of our content meets the high quality expected of Smartbox products. The successful candidate will also be involved in managing content within the Online Grids platform. Accessible from within the Grid, this platform enables Grid users across the world to share and discover new content.

This is a new role within Smartbox so will require you to take a flexible approach to your work as it evolves. You will report to the Head of Content and work alongside our AT Specialist, AAC Implementation Manager and Media Developer.

Outline of Main Duties:

- Developing and maintaining an up to date understanding of the needs of people who use AAC and Assistive Technology (e.g. through conferences, exhibitions, visits to users).
- Working alongside colleagues in the Content Development team to develop new content for Grid, with a focus on symbol AAC
- Designing content which shows a deep understanding of the needs of people who use AAC and Assistive Technology, as well as the people who support them
- Developing and maintaining existing symbol AAC content, for example, to include new software features, or make improvements based on customer feedback
- Considering suitability of content developed for a wide range of access needs
- Project management of ongoing and one-off content development projects, ensuring that content is delivered in a timely manner and to the highest standard possible
- Close working with Marketing to create supporting materials such as workbooks, manuals and video guides, to enable people with disabilities and those who support them to use our products with success
- Supporting other teams across Smartbox to understand and use our content
- Attend exhibitions, conferences and other events to deliver presentations, learn from industry experts, and increase awareness and understanding of our products
- Supporting the translation of content into other languages, through working with external translators, partners, and members of the software team
- Collaborative working with the software team to provide input to help shape new software features and software improvements
- Management of content available through the Online Grids platform, including the selection of content to be highlighted as 'Featured', encouraging Grid users to discover and engage with new content

The successful applicant will also be asked to perform other duties on an ad-hoc basis and will need a proactive attitude to this.

Essential Skills

- A deep understanding of the needs of AAC users
- At least 2 years' experience in the field of AAC and assistive technology
- A high level of confidence and skill in use of assistive technology
- Advanced skills in use of Grid 3 and Grid for iPad
- Project management experience
- Excellent verbal and written communication skills
- A genuine passion for enabling people to be who they are

Desirable:

- Knowledge of linguistics
- Fluent in one or more languages besides English
- Knowledge of language and literacy development, particularly with symbol AAC users

Rewards and Benefits:

- Smartbox offer Pension, Group Life Assurance and Income protection together with Private Medical Insurance.
- We are passionate about our people and offer many social events including a family weekend away and Christmas party each year.
- Salary available depending on experience.

Applications

- C.V. and covering letter should be sent to Daisy Clay - daisy.clay@thinksmartbox.com
- All applications will be kept confidential.
- Please outline your experience and ability to excel in this role within your covering letter.
- Deadline for applications is 28 June 2019.
- Interviews will take place in early July.